FY-2026 4th Quarter Report

ONEIDA COMPREHENSIVE HEALTH DIVISION

Status Report of Outcomes/Goals

Outcome/Goal # 1

Strengthening the Comprehensive Provision of Care

MEASUREMENT:



Pictured: Continuum of Care Department

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Dr. Jodi Pelegrin hired as Family Medicine Physician with Sports Medicine Fellowship. She is accepting patients and anticipates increased in-house consults with reduced orthopedic referrals. Anna John Resident Centered Care Community (AJRCCC) hired **Jonathan Piontek, RN, WCC** as the Director of Nursing. This fills a key position at AJRCCC with a Wound Care Certified specialist. **Continuum of Care Department Establishment**: The Oneida Comprehensive Health Division (Division) established the Continuum of Care Department to bring together long-term care, case management, home health, and supportive community-based services into a coordinated system focused on helping individuals remain safe, independent, and connected within their communities. The department is led by

Carrie Lindsey, BSW, CSW Continuum of Care Director, with **Rachel Lemke, BSW, CSW** serving as Case Management Program Manager and **Brenda Haen, BSN, RN** continuing as Home Health Administrator. This provides integrated leadership across the continuum of care. **Wound Care Clinic Project:** A multidisciplinary team assembled including general medical providers, diabetes providers, nursing staff, Physical Therapy, Home Health, and AJRCCC wound certified specialists. Phase 1 team of providers and support staff identified for wound care training.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Dr. Divya Hotchandani hires as Internal Medicine Physician. She is currently in fellowship training for Integrative Medicine. She has previous wound care experience and anticipates her participation in the Wound Care Clinic project. **Continuum of Care Department** new structure strengthens coordination across programs, improves operational efficiency, and enhances support for elders, adults with disabilities, and individuals with complex health needs while helping them remain safely in their homes and communities. The Continuum of Care Director will continue the path for licensing as a Nursing Home Administrator. **Future Recruitment Plan:** The Division will recruit and post a **Nurse Practitioner (NP)** position with a preference for candidates possessing at least two years of women's health experience to support and expand women's health services.

Outcome/Goal # 2

Engaging & Developing an Inclusive and Empowered Workforce

MEASUREMENT:



Pictured: 10th Anniversary Oneida Nation Latch Event

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Assistant Director Positions: The division has accepted offers for two critical leadership positions of Assistant Director of Behavioral Health and Assistant Director of Dental. **Employee Engagement Survey Action Planning**: Following results from the Culture Amp, each department developed one employee-driven initiative to address opportunities identified within their respective survey results. The Executive Management Team developed a division-wide initiative to strengthen employee engagement. This marks the third consecutive survey cycle used to guide continuous improvement across the Division. **Mental Health First Aid Training Initiative**: The Division launched a department-wide initiative to ensure all employees complete Mental Health First Aid (MHFA) training, strengthening the Division's ability to recognize, understand, and respond to mental health and substance use challenges. This investment in workforce development completed 133 trainings and supports a culture of wellness, enhances employee confidence in assisting individuals experiencing crises, and promotes a more compassionate and supportive environment for patients, community members, and colleagues. **10th Anniversary Oneida Nation Latch Event:** The Division proudly celebrated a decade of advocacy, education, and support for breastfeeding and family wellness. The event highlights our commitment to strengthening the health and well-being of the entire Oneida community, while also supporting an inclusive and family-friendly environment for employees and their families.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Assistant Director Positions key to improving access and achieving targeted quality. The positions will assist with program analysis, financial outcomes, and workforce outcomes across the Division. **Assistant Director of Nursing (AJRCCC):** Anticipate the hire of this key position at AJRCCC. **Wound Care Continuing Education and Certification:** Anticipate Phase 1 team of providers and support staff complete continuing education/training. Team leads will continue to advance to a Wound Care Specialist/Certification. Goal is to create a multidisciplinary team with a continuity of care from skilled nursing facility, home health, and outpatient setting. **Mental Health First Aid Training Initiative**: Continue with Division initiative with additional 120 staff registered for training.

Outcome/Goal # 3

Advancing Customer Focused Experience

MEASUREMENT:



Picture: Tom Porter presenting at Kunhi-Yo "I'm Healthy" Conference

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The Division hosted the **'Sunny Days Healthy Ways' Annual Diabetes Event** on August 26, 2026, featuring speaker Paul Roberts, Jr. with 222 attendees to focus on culturally relevant clinical education, peer support, success stories, and prevention programming. The **Kunhi-Yo "I'm Healthy" Conference** hosted on August 28th, 2026, with keynote speaker Tom Porer and 516 registrants. **Recovery Nest Anniversary Event:** The Division celebrated its anniversary on September 22, 2026, bringing together 75 attendees to recognize the program's impact, strengthen community connections, and support ongoing recovery and wellness efforts. **Patient Facing Virtual Improvements:** The Division continues with the patient portal, Purchased Referred Care online application, appointment reminders, appointment check-ins, and post-visit surveys. **Registered Dietitian:** The Division's outpatient visits continue to show strong growth, increasing from 404 patients in Q1 2025 to 680 patients in Q4 2026. This is a 68% overall increase in this service. Trend demonstrates improved access to nutrition services and growing utilization across the health system. **Clinical Pharmacy Services Expansion**: collaboration of Clinical Pharmacist and medical provider expanded Asthma Clinic services to include enhanced medication education, inhaler training, and treatment support for patients. This position supported more than 140 patients and providers through medication therapy management, clinical interventions, and community education efforts to improve patient outcomes and strengthen interdisciplinary care. **AJRCCC Payor Access Update**: Letters of interest were submitted to Anthem and UnitedHealthcare to pursue payor access for AJRCCC services. Responses are currently pending as the payors evaluate participation and network opportunities. **Integrated Campus Expansion – Phase I**: The Division has executed a lease for the property at 3450 Packerland Drive, occupied the building, and submitted the facility for Section 105(l) lease funding consideration. As Phase I of the Integrated Campus

Expansion, this initiative strategically relocates non-direct care personnel to create additional clinical capacity within the Oneida Community Health Center, improving operational efficiency and supporting the Division's long-term vision for an integrated health campus.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Electronic Health Record Patient Portal and Mobile applications: continue efforts to increase functionality, community awareness, and utilization. Initiatives aim to enhance patient engagement, improve access to health information and services, and support a more connected healthcare experience. **Convenient Curbside Pharmacy Pickup**: the Division will launch phase 1 to enhance patient access and convenience when obtaining prescriptions. Patients will be able to park in designated curbside spaces and receive ready-to-pick-up medications delivered directly to their vehicle by Pharmacy staff. **Integrated Campus Expansion Phased approach:** the Division plans to hire a dedicated Project Manager to oversee facility planning, space optimization, and implementation activities. Initial service expansion efforts will focus on increasing Dental and Optical service capacity and patient access, leveraging the additional space created through the relocation of administrative functions while advancing the Division's long-term vision for an integrated health campus.

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Photos:



Comprehensive Health Operations Center - 3450 Packerland Drive



Paul Roberts, Jr Presenting at ‘Sunny Days Healthy Way’ Annual Diabetes Event



Youth-Centered Empowerment Tobacco/Vaping Prevention 2026 Art Camp